

Heath Lane Surgery Patient Participation Group (PPG) Meeting
May 25th 2011

Apologies: Ann Sowman, Janice Richards.

Present:

Roger Ellis, Margaret Stevens, Ann Walsh, Jackie Telford, Wendy Edwards, Dr Gethin Jenkins, Hazel Thomasson, Eunice Ward, John Brown, Dianne Lucking, Stewart Watson

Minutes & Agenda	All present had received minutes & agenda.
Roger opened the meeting	Roger opened the meeting and welcomed Stewart back. Roger advised the meeting that Janice had tendered her resignation from the group but has offered to help out on flu days. A note of thanks will be sent thanking Janice for time served on committee.
Actions from previous minutes	Covered in the agenda
Pre bookable appointments	Two thirds of appointments are now pre bookable. One third open on the day. 'Phones are less busy; all appointments are now open from am, still tight if 2 doctors are on holiday. Ring back response: receptionists offering it at every opportunity to patients. Hazel advised group that ring back very good & she had used it herself. Stewart asked Dr Jenkins his thoughts on this practice; he responded that it was good and working well, but he still liked to see patients coming to the practice
<u>Surgery update</u>	
Care quality commission	Ann gave a short input on this saying they had heard this morning that it had been deferred for another year.

<p>GP Consortium</p> <p>Hips and knees</p> <p>Seasonal Flu Targets 2011-2012</p>	<p>Dr Jenkins said it was similar to a PCT and outlined the basics.</p> <p>Dr Jenkins explained about the score card system for new hips and knees which GPs are being requested to complete to accompany any new referrals. The group were advised to Google 'Oxford Scoring' system, which explains more about it.</p> <p>Targets have changed to the following: Over 65's - 70% up to 75% GP practices target 60% for the under 65's for all at risk groups.</p> <p>Ann to confirm dates for this year's sessions Ann asked group to help with advertising the availability of vaccinations to the at risk groups with posters, papers, word of mouth. A list of at risk groups was read out. Hath Lane Practice sits around national average for the uptake of Flu injections. Roger and Ann to produce a flyer.</p>
<p>Links and PPG's working together in new NHS</p>	<p>Ann attended a meeting with LINKs and gave a short talk on the outcome. PPG's were well represented on the day. Ann gave each member a paper regarding the meeting.</p>
<p>Staff changes</p>	<p>Glynis Campbell has joined the practice as a Health Care Assistant; working 12hours a week, 2pm-6pm. Glynis has been in post for 3 weeks and settling in well.</p> <p>A new salaried doctor's post will be interviewed for in mid June.</p>

Walking for Health	<p>23 people are attending on a regular basis, the group have at least 30 people signed up now. John said that it was a nice pleasant sociable group.</p> <p>John has designed a new poster for group. National England was the funding for Walking for Health this has now changed to Knowledge Into Action Care Team. John gave a short talk re the above, he also stated that the group was insured.</p> <p>The trip went very well; the majority of the group went and had a very good day.</p> <p>The group has now been established for a year.</p>
Chatsworth Trip	<p>Wendy suggested that the group refresh the magazines in the waiting room, as on attendance in the waiting room most of magazines were dated 2010.</p>
A.O.B	
Waiting Room	<p>Wendy noted that it was good to have the time Doctors and nurses were running late on the screen when booking in.</p>
Booking in screen	<p>Hazel asked about on line repeat prescription for patients in Harvey House (3 patients) Ann will check on this</p>

Date & Time of the Next Meeting

27th July , 7pm at Heath Lane Surgery this will be the Annual General Meeting.